



DEPARTMENT OF THE NAVY  
OFFICE OF THE CHIEF OF NAVAL OPERATIONS  
WASHINGTON, DC 20350-2000

IN REPLY REFER TO  
OPNAVINST 1720.3E  
Pers-622

MAR 28 1997

OPNAV INSTRUCTION 1720.3E

From: Chief of Naval Operations

Subj: NAVY RETIRED ACTIVITIES PROGRAM

Ref: (a) SECNAVINST 5420.169H (NOTAL)

Encl: (1) Sample Request for Establishment of Retired Activities Office  
(2) Sample RAO Director Appointment Letter  
(3) Sample Offer of Voluntary Services  
(4) Sample Retiree Interest Item Format  
(5) Sample Report of Retired Personnel Seminar

1. Purpose. To revise the scope and procedures for administering the Department of the Navy Retired Activities Program within Navy, including assignment of responsibilities for operation and support. This is a complete revision and should be reviewed in its entirety.

2. Cancellation. OPNAVINST 1720.3D.

3. Discussion. The Department of the Navy Retired Activities Program, established by reference (a), consists of five main elements: (1) the Secretary of the Navy's (SECNAV's) Retiree Council (RC); (2) Retired Personnel Seminars; (3) Retired Activities Offices (RAOs) and Retired Liaison Offices (RLOs); (4) Local Retiree Councils; and (5) the Retired Casualty Assistance Program (RCAP).

4. Concept

a. SECNAV's RC. The RC is established by SECNAV to consider issues of significant importance to retired military personnel,



to facilitate interaction between SECNAV and the Navy retired community, and to participate in other aspects of the Retired Activities Program. The mission and responsibilities of SECNAV's RC are detailed in reference (a).

b. Retired Personnel Seminars. Echelon 2 commanders will convene Retired Personnel Seminars annually at naval complexes that have 1,000 or more Navy retirees living within a 100-mile radius and at other central locations as appropriate, such as Naval Reserve Centers, within their areas of responsibility. Echelon 2 commanders are encouraged to involve RC members residing in their areas of responsibility in planning, promoting, and conducting these seminars and preparing appropriate presentations and comments on the annual RC report. Seminars should be scheduled to promote the greatest possible participation. Inter-service coordination of efforts in planning, promoting and conducting retiree seminars in the local region is also encouraged.

(1) Echelon 2 commanders will designate local Navy commanders to be responsible for hosting/conducting Retired Personnel Seminars and providing necessary administrative support. It is essential that RAO staffs assist in planning and conducting the seminars. Commands hosting/conducting seminars are responsible for all administrative costs associated with these seminars.

(2) Minimum administrative support includes: providing a meeting place; issuing invitations to area retirees and surviving spouses; arranging unclassified briefings/presentations on current Navy policies, programs, and operations; presenting the recommendations of the RC including SECNAV's position on the report; providing briefings/presentations on local regulations, policies on retiree rights, benefits, and privileges; and collecting and assimilating the comments and recommendations from seminar attendees for forwarding to local Navy commanders, the chain of command, or the RC for action as appropriate.

(3) A limited number of personnel from the Bureau of Naval Personnel (BUPERS), Retired Activities Branch (Pers-662), may be available to speak at Retired Personnel Seminars. Requests should be submitted to BUPERS (Pers-622) as soon as seminar dates are known. Funding for travel is the responsibility of the requesting activity.

(4) Every effort should be made to ensure broad representation of the retired community at each seminar. Extensive publicity, adequate facilities, and ease of access are essential to achieving maximum attendance. Additionally, seminar host commands are encouraged to invite local flag or general officers to participate in the seminar.

(5) Each seminar will review the most recent report of the RC (including the SECNAV position on the report if possible); matters affecting the exercise of retiree rights, benefits, and privileges within the purview of the commander hosting the seminar; other matters relating to retired military personnel considered pertinent by the majority of attendees.

(6) Retiree seminar agendas should consist of the following topics and speakers whenever feasible:

<u>Topic</u>	<u>Recommended Speaker</u>
Opening remarks	Sponsoring commanding officer
SECNAV RC report with Navy Department comments	RC member, BUPERS representative, or executive officer
Keynote address regarding the Navy today and issues of particular interest for the retired community	Keynote speaker

(7) Workshops and information booths provide an excellent venue for disseminating information and providing retirees an opportunity to seek personal assistance. Suggested topics include:

<u>Topic</u>	<u>Recommended Facilitator</u>
Veterans benefits	Department of Veterans Affairs

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Retiree rights and benefits,  
Survivor Benefit Plan (SBP)  
update

TRICARE/Dental care

Navy Exchange

Recruiting

ID cards

Volunteer opportunities

Retiree concerns

Pay matters

Career counselor,  
administration officer, or  
BUPERS representative  
Patient affairs officer,  
health benefits advisor  
Navy Exchange Command  
representative  
Local recruiters  
Base ID card issuing officer  
RAO director  
Representatives from various  
organizations within the  
military coalition  
Defense, Finance and  
Accounting Service (DFAS)  
representatives from  
Cleveland and Denver  
or from the local Personnel  
Support Activity (PSA)  
/Personnel Support  
Detachment (PSD)

(8) Private corporations will not be solicited for donations to defray the administrative costs of seminars, but can be encouraged to participate when providing useful information.

c. RAOs. RAOs, largely manned by retiree volunteers, have been established at locations worldwide. The Deputy Chief of Naval Operations (CNO), Manpower and Personnel (DCNO(M&P))/Chief of Naval Personnel (CHNAVPERS), is the program sponsor. BUPERS (Pers-622) will provide information regarding establishing and operating RAOs at Navy or other DoD installations or agencies in areas affected by base realignment or closure.

(1) New RAOs will be established based on the following guidelines:

(a) Commanding officers will work with BUPERS (Pers-622) to determine the need for a RAO based on the number of

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military retirees/widows/widowers residing in a 100-mile radius of the command. Additionally, the location of the nearest RAO or similar offices sponsored by other Services (e.g., Retirement Services Offices for the U.S. Army) and the types of services they offer will be taken into consideration when determining the need for a new RAO. Close interaction should exist with other RAOs and other Services' retiree offices in the area. Such interaction helps to foster a spirit of teamwork among area RAOs and improves the level of service provided to the entire military retired community.

(b) BUPERS (Pers-622) will provide the commanding officer with information on estimated start-up costs as well as annual operation and maintenance costs.

(c) Once the need for a new RAO is established and a minimum of six retired service members volunteer their efforts, the commanding officer will forward a request, via the chain of command, for establishment of a RAO to CHNAVPERS (Pers-622). A sample request is attached at enclosure (1).

(d) Local commanders, or appropriate authority, will appoint a RAO director and forward the appointment letter (enclosure (2)) to BUPERS (Pers-622). RAO director appointments are normally limited to a term of three years. Consecutive appointments are permitted at the sponsoring command's discretion. A civil servant or active duty member may be designated as RAO director where commands deem that the size of the retired community, and level of services required, warrant a compensated position. Sponsoring commands are encouraged to work closely with RAOs by allowing RAO directors to have direct access to commanding officers. The sponsoring commander is encouraged to designate an active duty coordinator responsible for facilitating effective communication with the RAO director.

(2) The sponsoring command will ensure that requisite funding is programmed and provided. Manpower considerations dictate that RAOs usually be manned by retiree volunteers and surviving spouses. An agreement to provide voluntary services, shown at enclosure (3), must be signed by all RAO volunteers.

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(3) RAOs can assist the retired community by:

(a) helping to solve the problems of retirees by serving as a point of contact (POC) between the retired community and all Navy and Marine Corps agencies, local and at the headquarters level.

(b) providing follow-up service and liaison support to survivors of retirees and dependents of military retirees to ensure that they are aware of all entitlements (SBP, veterans benefits, Social Security, etc).

(c) assisting in the conduct of Retired Personnel Seminars sponsored by their installations.

(d) providing speakers at pre-retirement seminars who will inform those preparing to retire of the services available through the RAO program and stress the importance of volunteer support to maintain a strong Retired Activities program.

(e) consolidating inputs from the local retiree community and forwarding recommendations to BUPERS (Pers-622) by 1 January of each year for consideration by the Secretary of the Navy's Retiree Council (RC).

(4) Retired liaison offices (RLOs) may be established at major Navy medical treatment facilities (MTFs) at the invitation of the MTF commanding officer. The purpose of the RLO is to provide general assistance and referral information to retirees and to act as a liaison between MTF personnel, the MTF commanding officer and the retirees and their family members.

(5) Independent retired activities coordination offices provide a vital service to retirees living in areas remote from Navy, Marine Corps or other DoD installations. These independent entities may be formed by interested retirees who would benefit from a RAO, but, due to geographic isolation, do not have access to a Navy, Marine Corps, or other DoD installation or agency. Independent retired activities coordination offices may tailor their services to the needs of the local retired community and shall bear full responsibility for

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financing their operation and maintenance costs. These independent organizations will receive the same support as offered to any retiree or patriotic organization. Membership in these organizations is not required for individual retirees to request or receive retiree services that are normally afforded to all retirees.

d. Local Retiree Councils. Reference (a) requires those in positions of responsibility and leadership to lend their personal attention and support to the Retired Activities program. Local commanders will provide members of the military retired community an opportunity to express their ideas and suggestions concerning Navy and Department of Defense (DoD) programs. Retiree councils, made up of regional representatives from activities and groups that have a direct effect on retiree programs, provide an excellent venue for communication with the retired community. These councils should be affiliated with RAOs and be attended by local command representatives. Local command religious programs can also provide excellent assistance to retiree councils.

e. Retired Casualty Assistance Program (RCAP). The RCAP exists to provide compassionate and knowledgeable assistance to survivors of Navy retired members. Surviving family members may be assisted during their time of bereavement by the nearest RAO or by BUPERS, Retired Activities Branch (Pers-622) at toll free: 1-800-255-8950, commercial: (703) 614-3197, or DSN: 224-1320.

## 5. Action

a. The Deputy CNO (Manpower and Personnel) (N1)/CHNAVPERs, acting for CNO, will:

(1) Advise Echelon 2 commanders and seminar host commands of the membership of the RC by 1 March annually.

(2) Publish the annual RC report in Shift Colors per reference (a).

(3) Task the Naval Reserve Personnel Center (NRPC) to provide commands hosting Retired Personnel Seminars with computer

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disks containing addresses (in zip code order) of retirees and Fleet Reservists as requested by seminar host commands.

(4) Advise the military retiree assistance branches of the other Services of the proposed/planned dates and locations of Retired Personnel Seminars.

(5) Provide disks containing addresses of surviving spouses of retirees to seminar host commands at least two months before the seminar date.

(6) Provide guidance to RAOs and convey the latest information relevant to Navy retirees through periodic visits and mail-outs.

(7) Provide, whenever practical and requested, a speaker for Retired Personnel Seminars.

(8) Sponsor/host a worldwide seminar for RAO directors every 24 months.

(9) Disseminate a copy of The Retiree Survivor's Guide to surviving family members and ensure that pertinent information regarding burial benefits is routinely published in Shift Colors.

b. Echelon 2 commanders will:

(1) Convene Retired Personnel Seminars annually at major naval complexes and other areas of responsibility.

(2) Coordinate the activation and deactivation of RAOs in order to strategically locate offices in areas of high retiree concentration.

c. Sponsoring commanding officers will:

(1) Forward RAO director appointment letters, (enclosure (2)) to BUPERS (Pers-622). RAO director appointments are limited to a term of three years. Consecutive appointments are permitted at the sponsoring command's discretion.



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(2) Provide funding to meet operational requirements so that, as a minimum, each office will be equipped with desk, chair, and phone for volunteers plus appropriate seating for visitors. A computer, modem, and printer will also be installed. Appropriated funding will be used to fund the foregoing as well as office supplies, printing and postal support.

(3) Notify BUPERS (Pers-622) and appropriate Echelon 2 commands annually of the planned locations and dates of the Retired Personnel Seminars to be held during the year within their areas of responsibility.

(4) Meet quarterly (or as deemed appropriate) with the RAO director to discuss retiree issues as they impact the local area.

(5) Appoint the RAO director, or a representative from the RAO, as a member of various base advisory committees (e.g., Morale Welfare and Recreation (MWR), NEX, community relations) whenever feasible.

d. Active duty coordinators will:

(1) Arrange for the RAO director to meet with the commanding officer quarterly and other base representatives as appropriate.

(2) Ensure that necessary supplies are provided to the RAO and provide any other needed assistance.

e. RAO/RLO Directors will:

(1) Consolidate recommendations from the local retired community for submission to the RC. Recommendations are to be forwarded to Pers-622 via the sponsoring command no later than 1 January each year and should be formatted per enclosure (4).

(2) Coordinate the planning of an annual Retired Personnel Seminar.

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(3) Request mailing label disks from the Naval Reserve Personnel Center (Code 63) and the Defense Finance and Accounting Service - Denver Center at least three months before the local Retired Personnel Seminar. Geographic areas served by each seminar will be identified by zip code so that appropriate addresses may be provided for use on seminar invitations. Mailing label disks will be provided once per year to each RAO upon request.

(4) Submit Retired Personnel Seminar reports to Pers-622 via the sponsoring command and any intermediate support commands (e.g., Family Service Center (FSC) directors) using the sample format shown in enclosure (5). This report should include the number of retirees and surviving spouses attending, items covered as part of the program or brought up by the retirees attending the seminar, and any other matter of interest to SECNAV, the RC, CNO, or CHNAVPERS.

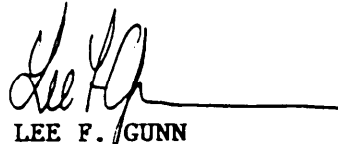
(5) Ensure volunteers sign an Offer of Voluntary Services agreement (enclosure (3)).

(6) Submit reports at least quarterly, prior to scheduled meetings with the sponsoring commanding officer. Reports should include as a minimum: number of volunteers, number of volunteer hours, primary retiree concerns, recurring operational problems, and seminar planning updates. RAOs with access to the Quality of Life Management Information System (QOLMIS) are to submit quarterly reports on the five items queried using that system.

(7) Provide assistance to surviving family members of deceased retirees. Careful attention must be given to ensuring that surviving spouses/family members are informed of all agencies and organizations which may be able to provide further benefits or assistance.

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6. Report. Symbol OPNAV 1720-2, Report of Retired Personnel Seminar, has been assigned to the report contained in paragraph 5e(4) and is approved for three years from the date of this directive.



LEE F. GUNN  
Rear Admiral, U.S. Navy  
Deputy Chief of Naval Operations  
(Manpower and Personnel)  
Acting

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SAMPLE REQUEST FOR ESTABLISHMENT OF RETIRED ACTIVITIES OFFICE

1720

From: (sponsoring command)  
To: Chief of Naval Personnel (Pers-622)  
Via: (chain of command)

Subj: ESTABLISHMENT OF RETIRED ACTIVITIES OFFICE (RAO)

Ref: (a) SECNAVINST 5420.169H (NOTAL)  
(b) OPNAVINST 1720.3E

1. Per references (a) and (b), request a RAO be established at (name of activity, complete mailing address and phone number(s)).
2. This RAO is planned to service the (state) zip code areas (list zip codes). Accordingly, request mailing labels be forwarded to the RAO at the earliest opportunity.
3. (Name, Rank/Rate) (Ret) will serve as director of the RAO. A desk, telephone, computer system and administrative assistance will be provided by (official name of sponsoring command).
4. The RAO hours of operation will be (times, days of the week).

//s// Commanding Officer of  
sponsoring command

Enclosure (1)

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SAMPLE RAO DIRECTOR APPOINTMENT LETTER

1720

From: (sponsoring Command)  
To: (Name and retired rank of RAO director)  
  
Subj: APPOINTMENT OF RETIRED ACTIVITIES OFFICE DIRECTOR  
  
Ref: (a) SECNAVINST 5420.169H (NOTAL)  
(b) OPNAVINST 1720.3E  
(c) Bureau of Naval Personnel "Retired Activities  
Program desk guide"

1. You are hereby appointed as the Director of the Retired Activities Office for this command.
2. In the performance of your duties, you are guided by the contents of references (a), (b), and (c).
3. The Command Master Chief will schedule quarterly meetings for you to meet with me. Additionally, you are authorized direct liaison with me as you deem necessary.

//s// Commanding Officer of  
sponsoring command

Copy to:  
BUPERS (Pers-622)

Enclosure (2)

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SAMPLE OFFER OF VOLUNTARY SERVICES

I, the undersigned, desire to volunteer my services to the Retired Activities Office at the (Navy or Marine Corps Installation). I expressly agree that such services are offered at no cost to the U.S. Government or any instrumentality thereof. I expect no present or future compensation as a result of the services I will perform under this agreement. I understand that the performance of services under this agreement entitles me to no compensation, either in pay or benefits.

(Signature)  
RAO Volunteer

(Date)

Accepted:

(Signature)  
RAO Director

(Date)

Enclosure (3)

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SAMPLE RETIREE INTEREST ITEM FORMAT

RETIREE INTEREST ITEM

Date: \_\_\_\_\_

ISSUE/PROBLEM:

REFERENCE(S):

FACTS:

DISCUSSION:

CONCLUSION:

RECOMMENDATIONS:

ORIGINATOR: \_\_\_\_\_

POINT OF CONTACT: \_\_\_\_\_

Enclosure (4)

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SAMPLE REPORT OF RETIRED PERSONNEL SEMINAR

1720

From: (Seminar Host Commander)  
To: Head, Retired Activities Branch, Bureau of Naval  
Personnel (Pers-622)

Subj: SAMPLE REPORT OF RETIRED PERSONNEL SEMINAR

Ref: (a) OPNAVINST 1720.3E

Encl: (1) Summary of Topics Discussed Including Retiree  
Attendance and Seminar Success  
(2) Items of Concern Raised by the Retirees and Action  
Taken  
(3) Items Recommended to be Considered by the RC, with  
Problem Description/Discussion thereon  
(4) Copy of Seminar Program

1. Per reference (a), enclosures (1) through (4) are forwarded.

Copy to:  
CMC (MMSR-6)

Enclosure (5)